

Special Processing Instructions

Project Code 209 – Social Service Organizations

This entity has been selected as part of a market segment study on 501(c)(3) social service organizations. The purpose of the study is to build a comprehensive profile of the social service community. Information gathered in the study will enable us to:

1. Measure the level of compliance, so we can better allocate resources,
2. Identify compliance trends and emerging issues, so we can address non-compliance more quickly and effectively, and
3. Identify educational and outreach needs, so we can provide services to satisfy customers and increase compliance.

The profile will provide a description of social service organizations from the perspective of compliance. The goal of the study is to answer a number of questions: What are the common characteristics of compliant social service organizations? How big are they? What are their activities? What are the characteristics of a typical non-compliant social service organization? Is the non-compliance due to a lack of education in a particular issue? Is there a type of social service organization that is more non-compliant than other types?

Organizations selected for this study have been chosen at random from the entire population of social service organizations. The results of the study will be true for all social service organizations, so each organization represents a significant portion of the population. Your audit and the information you gather as part of the study are vitally important to the completion of a full and accurate profile.

Attached is a checksheet designed to gather the information needed to build the profile. Please read the entire checksheet carefully and become familiar with the questions before making your initial contact. Many of the questions should be asked during your initial interview, to prevent delay when you are ready to close the case. **Complete the checksheet as soon as you have enough information to respond to all the questions.** We are interested in learning about compliance, not about audit results per se, so it is not necessary that you know the final disposition on AIMS in order to complete the checksheet.

Some of the questions will not be applicable to your audit. Leave those questions blank. For example, a follow-up question may only be applicable if you answered “yes” to the primary question. If you answered “no” to the primary question, you would leave the follow-up question blank.

All checksheets must be submitted by Oct, 31, 2003. In most instances, the hardcopy checksheet will be part of your closed case, and will be transmitted

through your group manager to the AIMS Closing Unit. A Project Coversheet must be attached to the front of the file, indicating that the case is part of a market segment study. Place the checksheet on top of all other documents in the case file. The Closing Unit will pull off the checksheet and forward it to the project coordinator through EO Exam Planning & Projects (EPP). A freeze code is attached to all cases included in this project. The cases will not close on AIMS unless a checksheet is submitted with the case file at closure.

In rare instances, a case will not be ready to close before the Oct. 31, 2003 deadline. In these cases, the checksheet should be completed and submitted separately through the group manager directly to the project coordinator. You do not have to close the case on AIMS to submit the checksheet. You should be able to determine through your initial interview and review of books and records whether the club is compliant. Once the checksheet is received, the project coordinator will notify the Closing Unit that the case may be closed on AIMS when it is forwarded from the group.

Due to errors in the EO-BMF, it is possible that an entity selected for this project is not actually a social service organization. It is important that you make this determination when you initially contact the organization. Telephone contact should be established before appointment letters are issued. If you find that the entity is not a social service organization, the return may be closed "Survey After Assignment" with the issuance of Letter 1024 to the organization. Complete the indicated portions of the checksheet, explain the reason for the survey on Form 1900, and forward both the checksheet and the Form 1900 with the return to the Closing Unit for non-examined closure. If a significant issue has been identified during pre-audit analysis, the audit may continue at the discretion of the group manager. If you decide to continue with the audit of a non-social service organization, complete the indicated portions of the checksheet and return it directly to the project coordinator. The project coordinator will then see that the freeze code is removed.

If the organization no longer exists, or if you are unable to locate the organization, complete the indicated portion of the checksheet and return the it to the project coordinator, then follow IRM procedures regarding termination, dissolution, etc. Complete Form 2363-A to make the necessary corrections to the EO-BMF.

Thank you again for your efforts in helping us complete the social service organization Market Segment Study. If you have any questions, please call Ray Dunlop at (203) 781-3051.